



J. TYLER McCAULEY
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

KENNETH HAHN HALL OF ADMINISTRATION
500 WEST TEMPLE STREET, ROOM 525
LOS ANGELES, CALIFORNIA 90012-2766
PHONE: (213) 974-8301 FAX: (213) 626-5427

November 18, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair
Supervisor Gloria Molina
Supervisor Zev Yaroslavsky
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley
Auditor-Controller 

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – HOMES OF HOPE, HOMES OF HOPE #1 AND CASA ESPERANZA TREATMENT FACILITY**

We have completed a review of two facilities operated by Homes of Hope Group Homes, Homes of Hope #1 and Casa Esperanza Treatment Facility (Casa Esperanza). Each home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Homes of Hope #1 is a six-bed facility located in the Fifth Supervisorial District that provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Homes of Hope #1 was providing services for six Los Angeles County DCFS children.

Casa Esperanza is a six-bed facility located in the First Supervisorial District that provides care for girls ages 13-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Casa Esperanza was providing services for six DCFS children.

Scope of Review

The purpose of the review was to verify that the two homes were providing the services outlined in their Program Statement. Additionally, the review covered basic child safety and licensing issues and included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with two children placed in each of the homes at the time of the review. The interviews with the residents were designed to obtain their perspectives on the program services provided by the agencies and to ensure adherence to the Foster Youth Bill of Rights.

"To Enrich Lives Through Effective and Caring Service"

Summary of Findings

Generally, both homes were providing the services outlined in their program Statements. However, we did note various areas where improvements are needed.

Homes of Hope #1

Homes of Hope #1 needs to make a few repairs to its facility; supply an adequate amount of reading material for residents; provide daily living skills training for age-appropriate residents; allow residents to participate in the planning of activities; inform each resident of their legal right to refuse medication; and adhere to DCFS' clothing standard regarding quantity.

Casa Esperanza Treatment Center

Casa Esperanza needs to make a few repairs to the facility; furnish a computer for residents' use; and provide residents with age-appropriate reading material.

Attached are detailed reports of the findings for each home.

Review of Report

We discussed our report with the Agency's management. The Agency's management is required to provide DCFS with a written corrective action plan within fifteen business days from the receipt of this report. We thank the management and staff for their cooperation during our reviews.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

c: David E. Janssen, Chief Administrative Officer
Violet Varona-Lukens, Executive Officer
Public Information Office
Audit Committee
David Sanders, Ph.D., Director, DCFS
Richard Shumsky, Chief Probation Officer
Suky Gill, Executive Director, Homes of Hope

HOMES OF HOPE GROUP HOMES

**Homes of Hope #1
1162 Indian Summer
La Puente, CA 91744
Phone: 626-961-9088
License No.: 197802023
Rate Classification Level: 11**

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Homes of Hope #1 is a large house located in a suburban neighborhood. The exterior of the facility was nicely maintained and blended with the other homes on the block. There were no observable safety hazards.

The interior of the home was generally neat and clean with stylish furnishings in good condition throughout the house. The bedrooms were clean and personalized by the residents. Although the house was well maintained, some areas needed attention.

In the living room and resident bedrooms, lighting was not sufficient for reading. In the kitchen, various worn areas on the walls and cabinets needed painting and the oven needed cleaning.

In the main resident bathroom, the ceiling needed cleaning and there was a build-up of mildew above the sinks. In the second bathroom, there was a gap around the pipe under the sink and a collar needed around the shower head. In addition, air vents needed cleaning in the main hallway and the second bathroom.

There was an adequate amount of recreational and educational materials available to the residents. A computer was easily accessible, and there was a TV, VCR, a library of videos, and some board games. However, there was a small selection of books available for recreational reading.

Homes of Hope #1 had a variety of frozen meats, vegetables, and dry goods, properly stored.

Recommendations

1. Homes of Hope #1 management:

- a. Provide additional lighting in the living room and resident bedrooms.**
- b. Paint the walls and cabinets in the kitchen as needed.**
- c. Clean the oven.**
- d. Clean the bathroom ceiling and remove mildew from around the sinks in the main resident bathroom.**
- e. Cover opening around pipes under the bathroom sink and provide a collar around the showerhead in the second resident bathroom.**
- f. Supply an adequate amount of reading material for the residents.**

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents met Homes of Hope #1's population criteria as outlined in their program statement and received an initial diagnostic assessment after being admitted into the program.

Both residents had current Needs and Services Plans (NSPs) that were specific, measurable, attainable, and time limited. The residents and their authorized representatives participated in the development and modification of the NSPs.

The Quarterly Reports were detailed, comprehensive, and addressed the residents' therapeutic, residential, educational and social goals.

Both residents were receiving the required program services including individual and group therapy.

Recommendations

There are no recommendations for this section.

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents were enrolled in school and their records contained report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of educational stimulation away from school on a daily basis and that staff was supportive of their academic progress. One resident was receiving court ordered tutoring.

Development of daily living skills was part of Homes of Hope #1's program. The residents stated that they helped with cooking and cleaning, but were not being taught other emancipation skills such as grocery shopping, budgeting etc.

Age-appropriate residents were offered the opportunity to participate in emancipation and vocational programs. The residents were able to spend their allowances as they wanted.

Recommendations

- 2. Homes of Hope #1 management provide daily living skills training for all age-appropriate residents.**

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Homes of Hope #1 provided its residents with sufficient opportunities to participate in both on-site and off-site recreational activities. The residents expressed satisfaction with the quantity and variety of recreation and activities provided. According to the residents, the activities were selected for them by staff. This was discussed with management during the exit conference who stated that residents could participate in the selection of activities.

Local community organizations were utilized for recreation and program resources. The residents stated that they had plenty of free time and opportunities to participate in self-selected activities.

Transportation was provided to and from activities.

Recommendations

3. Homes of Hope #1 management inform each resident of their ability to participate in the planning of activities.

V. PSYCHOTROPIC/OTHER MEDICATION

Method of assessment – Review of relevant documents

There were six residents placed in the group home at the time of the review. A review of case files was not conducted as there were no residents prescribed psychotropic medications.

Comments:

According to management, there were no residents receiving psychotropic medication.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Both residents reported satisfaction with the facility and stated that the house was always clean, well maintained, and safe. The residents reported that they were always supervised and that staff treated them with respect and dignity.

The residents received an orientation upon placement which included a review of the home's policies and procedures. Homes of Hope had an appropriate system of discipline consisting of points and levels that both residents felt was fair.

Both residents indicated that they had religious freedom and that their health care needs were being met. Further, they felt that staff was culturally sensitive to each resident's background and ethnicity.

Both residents felt their rights were respected with regard to privacy during telephone calls or visits and the ability to contact their social workers, attorneys, and family. The residents stated that assigned chores were not too demanding.

One resident was not aware of her legal right to refuse medication. This was discussed with management who stated that each resident is told by the doctor about their right to refuse medication. It was suggested to management that, as part of the orientation process, a form be developed for the residents to sign indicating that they had been informed of their right to refuse medication.

Recommendations

- 4. Homes of Hope #1 management inform each resident of their legal right to refuse medication.**

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

The residents met the Department of Children and Family Services (DCFS) clothing standards for quality. However, one resident needed a robe, slippers, and socks. Homes of Hope #1 supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents were given the opportunity to select their own clothes.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Homes of Hope #1 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Both residents had life books.

Recommendations

- 5. Homes of Hope #1 management adhere to DCFS' clothing standard regarding quantity for each resident.**

**HOMES OF HOPE GROUP HOMES
Casa Esperanza Treatment Center
1568 McLeod
Pomona, CA 91768
Phone: 616-523-2422
License No.: 197804217
Rate Classification Level: 11**

I. FACILITY AND ENVIRONMENT

(Facility Based - No Sample)

Method of assessment – Observation and resident interviews

Sample size for resident interviews: Two

Comments:

Casa Esperanza Treatment Center (Casa Esperanza) is an attractive home that blends in with the other houses on the street. However, the wooden fence that borders the property on the left side needs to be replaced due to structural damage. There were no observable safety hazards.

Furnishings throughout the house were stylish and in very good condition. The bedrooms were neat, clean, and personalized by the residents. The resident bathrooms were clean with all fixtures in proper working condition. However, there were some areas in need of improvements.

Additional lighting was needed in the living room and bedrooms. In the main resident bathroom, a light fixture did not work, there was a gap around the pipes under the sinks, and patchwork was needed behind the bathtub where a small panel to the tub pipe was located.

There was an adequate amount of educational materials available for resident use. However, residents did not have a computer or a sufficient supply of age-appropriate reading material.

Casa Esperanza maintains a variety of properly stored, fresh and frozen food. There were also fresh snacks for the residents.

Recommendations

- 1. Casa Esperanza management:**
 - a. Replace wooden fence on the side of the house.**

- b. Provide additional lighting in the living room and resident bedrooms.
- c. Repair light fixture in the residents' bathroom.
- d. Cover opening around pipes under the bathroom sinks in the residents' bathroom.
- e. Repair the area behind the bathtub in the resident's bathroom.
- f. Provide a computer for the residents' use.
- g. Provide age-appropriate books and other reading material.

II. PROGRAM SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents met Casa Esperanza's population criteria as outlined in their program statement and received an initial assessment after being admitted into the program.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. Both children and their placement workers participated in the development and updating of the NSPs.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

Both residents were receiving services as required by the program statement including individual and group therapy.

Recommendations

There are no recommendations for this section.

III. EDUCATIONAL AND EMANCIPATION SERVICES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Both residents were enrolled in school and their educational records contained report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of educational stimulation away from school on a daily basis and that the staff was supportive of their academic progress.

Development of daily living skills was part of Casa Esperanza's program. The residents were involved in the planning and preparation phase of meals and hygiene care was discussed as needed.

Age-appropriate residents were offered the opportunity to participate in emancipation and vocational programs. The residents were able to spend their allowances as they wanted.

Recommendations

There are no recommendations for this section.

IV. RECREATION AND ACTIVITIES

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Casa Esperanza provided its residents with sufficient opportunities to participate in both on-site and off-site recreational activities. The residents expressed satisfaction with the quantity and variety of recreation and activities provided and reported that they were able to participate in the selection of activities. A large schedule of monthly activities was posted in the main office of the facility.

Local community organizations were utilized for recreation and program resources. The residents stated that they had plenty of free time and opportunities to participate in self-selected activities.

Transportation was provided to and from all activities.

Recommendations

There are no recommendations for this section.

V. PSYCHOTROPIC/OTHER MEDICATION

Method of assessment – Review of relevant documents

There were six residents placed in the agency at the time of the review. A review of case files was conducted for the three residents prescribed psychotropic medications.

Comments:

The residents receiving psychotropic medication had current court authorizations. Documentation confirmed the residents were routinely seen by the psychiatrist for an evaluation of their medication.

The medication logs were properly maintained.

Recommendations

There are no recommendations for this section.

VI. PERSONAL RIGHTS

Method of assessment – Resident interviews

Sample size for resident interviews: Two

Comments:

Both residents expressed satisfaction with the facility and reported that the house was always clean, well maintained, and safe. The residents stated that they were always supervised in the home and that staff treated them with respect and dignity.

The residents stated that they received an orientation upon placement that included a review of the facility's policies and procedures. There was an appropriate system of discipline consisting of points and levels that both residents felt was fair.

Both residents had religious freedom, felt that their health care needs were being met, and stated that staff was culturally sensitive to each resident's background and ethnicity.

Both residents reported that they had privacy during telephone calls or visits and were able to contact their social workers, attorneys, and family. The residents did not feel that assigned chores were too demanding.

Both residents were aware of their legal right to refuse medication.

Recommendations

There are no recommendations for this section.

VII. CLOTHING AND ALLOWANCE

Method of assessment – Review of relevant documents and resident interviews

Sample size for resident interviews: Two

Comments:

Casa Esperanza provides appropriate clothing, items of necessity, and allowances to the residents. Casa Esperanza supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with at least the required minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Casa Esperanza provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Both residents had life books.

Recommendations

There are no recommendations for this section.